

John F. Kennedy Space Center Business Objectives and Agreement for the Cape Canaveral Spaceport Management Office (JP)

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Approved by:

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Commander

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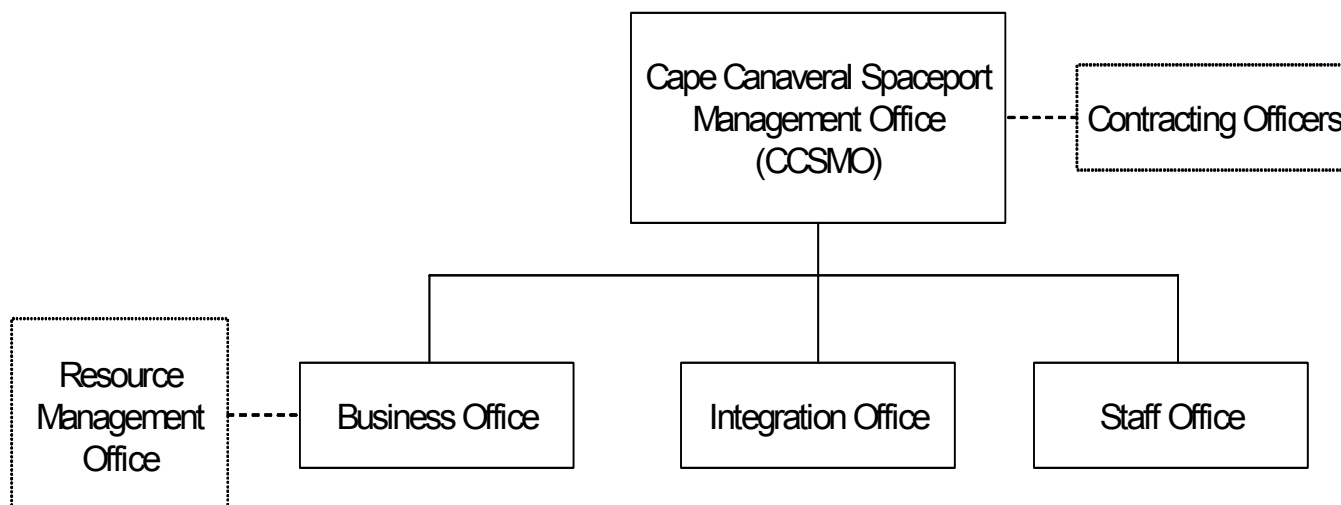
National Aeronautics and
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John F. Kennedy Space Center

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CCSMO



1.0 ORGANIZATIONAL RESPONSIBILITIES

1.1 Cape Canaveral Spaceport Management Office (CCSMO)

The CCSMO performs management insight for the activities of the Joint Base Operations and Support Contract (J-BOSC), a joint initiative between NASA-KSC and the 45th Space Wing (45 SW) to combine base support requirements under a single contract. CCSMO is responsible for administering the J-BOSC within the overarching objectives of Safety, Health and Environmental Leadership. CCSMO is jointly managed by both agencies for the furtherance of cost efficiencies, customer satisfaction, and marketability of joint resources. The focus of this contract is to consolidate and streamline the processes and procedures customers (users) use to identify, secure, and account for services. CCSMO leads the vision of a national spaceport, including pursuit of partnering activities necessary between state, local and commercial enterprises.

1.2 Business Office

The Business Office integrates and analyzes program/customer budget planning, financial management and execution for the 45 SW and KSC. Supports the award fee process by providing an assessment of contractor's performance in cost management and control. Manages the J-BOSC change process and integrates reporting and tracking for the CCSMO. Integrates insight into contractor performance through contract business management metrics and data requirements.

1.3 Integration Office

The Integration Office provides expertise necessary for insight and overall technical evaluation of performance-based contract approaches and process analysis in the area of Engineering Services, Infrastructure, Protective Services, Logistics, Safety, Health and Environmental Services, and Administrative Services. Supports the award fee process by integrating program performance with contractor developed, partnered, and maintained metrics and assessing technical performance.

1.4 Staff Office

The Staff Office manages the award fee process, supports KSC and the 45 SW strategic planning initiatives, processes new customer requirements, maintains CCSMO's ISO 9001 business system, manages CCSMO's Web page and performs special projects at the request of the Executive Director. The Administrative Staff, inside the Staff Office, provides a comprehensive administrative management program to the Directorate consisting of advising the managers in personnel placement, workforce planning, performance management, program management analysis, competency management, knowledge management, awards and training.

2.0 MISSION

CCSMO provides contract management and administration for J-BOSC, utilizing innovative business practices, assuring high levels of customer satisfaction in a cost-effective manner. CCSMO seeks opportunities for improvement via consolidated services between the 45 SW and KSC.

3.0 MISSION OBJECTIVES

Objective	Strategy	Description	Performance Indicators
3.1		Ensure the Joint Base Operation and Support Contractor (J-BOSC) performance meets the customer needs.	Reconciliation of Negotiated Estimated Cost to Operating Plan [METRIC-0592] Corrective Action Turnaround [METRIC-0594] Contract Change Request [METRIC-0596] Award Fee Metric [METRIC 0961]
	3.1.1	Execute award fee process, set expectations, and review performance of the J-BOSC.	
	3.1.2	Conduct surveillance insight through continual monitoring and verification of contract status and analysis of records to ensure that specific requirements are met.	

	3.1.3	Partner with J-BOSC to develop cost estimate to include annual operating plans that are fully coordinated with customers regarding content and spending profiles.	
	3.1.4	Manage the execution of the Installation Improvement Program.	
	3.1.5	Provide an efficient and effective Contract Change Request Process.	
3.2		Improve Cape Canaveral Spaceport Management Office (JP) performance core capabilities in alignment with strategic plans.	Communications [METRIC-0595] KSC Centerwide Lost Time Injury [METRIC-0526] Board of Director Meeting Minutes [METRIC-0597]
	3.2.1	Interface with Spaceport customers to improve J-BOSC customer satisfaction through awareness, education, and partnering.	
	3.2.2	Enhance J-BOSC performance by analysis of root cause and effect of program metrics.	
	3.2.3	Increase safety and mission success.	

4.0 DIRECTIVES, AGREEMENTS, AND PROCEDURES

The current list of the Kennedy Customer Agreements (KCAs) for this organization can be found via [Business World](#). The current JP Process Map ([JDP-D-1031](#)) can be found via Business World. The current list of the procedures (JDPs) for this organization can be found via [Business World](#). The approved master copy of these documents, filed in KSC's master file, has a listing attached that was valid at the time the document was signed.